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C OF C  
PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : 10/005,636 Confirmation No. 8244  
Applicant(s) : BENJAMIN P. DAVENPORT et al.  
Filed : 12/03/2001  
Title : Service Quality Monitoring System and Method  
Group Art Unit : 2153  
Examiner : Lim, Krisna  
Docket No. : MFCP.89120  
Customer No. : 45809

CERTIFICATE OF MAILING 37 C.F.R. 1.8	
I hereby certify that this correspondence is being deposited with the U.S. Postal Service, postage prepaid, as First Class Mail in an envelope addressed to: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on:	
7-21-05	Sandra Scott
Date	Signature

REQUEST FOR CERTIFICATE OF CORRECTION

Attention Certificate of Corrections Branch  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Certificate  
JUL 28 2005  
of Correction

Dear Sir:

It is respectfully requested that a Certificate of Correction be issued in connection with the above-identified patent to correct the following error(s):

There were three inventors on this application/patent, as evidenced by the Declaration of Inventors, but only one inventor was listed on the face of the patent. An error occurred on the Filing Receipt which was not caught or corrected. Please correct the patent and add the following inventors to the face of the patent:

BENJAMIN P. DAVENPORT, Seattle, WA  
SHAWN M. MURPHY, Redmond, WA  
WALTER R. SMITH, Seattle, WA

A completed Form PTO-1050 is enclosed.

Enclosed is the required fee of \$ 100.

07/26/2005 TBESHAWH2 00000002 10005636  
0014 Date: 07/28/2005 10005636  
00726/2005 TBESHAWH2 00000003 10005636  
00726/2005 TBESHAWH2 00000004 10005636  
00 FC:1811

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07/26/2005 TBESHAWH2 00000004 6901536  
JUL 28 2005  
FC:1811

In view of the foregoing, it is apparent that the error(s) occurred on the part of the Office and issuance of a Certificate of Correction to correct the error(s) is respectfully requested.

Respectfully submitted,



SCOTT B. STROHM  
Reg. No. 42172

SBS/sls  
Enclosure

SHOOK, HARDY & BACON L.L.P.  
2555 Grand Blvd.  
Kansas City, Missouri 64108-2613  
816/474-6550

## UNITED STATES PATENT AND TRADEMARK OFFICE CERTIFICATE OF CORRECTION

Page 1 of 1

PATENT NO. : 6,901,536 B2

APPLICATION NO.: 10/005,636

ISSUE DATE : May 31, 2005

INVENTOR(S) : BENJAMIN P. DAVENPORT et al.

It is certified that an error appears or errors appear in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

There are three inventors on this patent. Only one, BENJAMIN P. DAVENPORT, was listed on the Filing Receipt. The error on the Filing Receipt was not caught or corrected. Please correct this patent to show the following three inventors:

BENJAMIN P. DAVENPORT, Seattle, WA  
SHAWN M. MURPHY, Redmond, WA  
WALTER R. SMITH, Seattle, WA

### MAILING ADDRESS OF SENDER (Please do not use customer number below):

SCOTT B. STROHM  
SHOOK HARDY & BACON  
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This collection of information is required by 37 CFR 1.322, 1.323, and 1.324. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 1.0 hour to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Attention Certificate of Corrections Branch, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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JUL 28 2005

UNITED STATES PATENT AND TRADEMARK OFFICE  
CERTIFICATE OF CORRECTIONPage 1 of 1PATENT NO. : 6,901,536 *B2*

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